

Business Correspondence & Report Writing Skills

University of Malaya City Campus



Introduction

Business Correspondence & Report Writing is generally considered to be a tedious, time consuming task which all professionals have to endure from time to time, without necessarily reaching a level of competence that meets with their own approval, let alone that of their boss. This need not be the case. In industry, commerce & government, vast numbers of people sit at their desks, or at their computer churning out ever-increasing quantities of information. Much of this is produced in "the called" reports. But many are not reports at all. They are simply pages of statistical data that are used by people who should read and use them – the decision-makers. Often these reports gather dust in an archive and eventually find their way into the trash bin. The result- time and money are wasted, poor decisions are made, actions that should be carried out are not, problems are not solved and costs are increased. Effective business & technical reports will be read, understood & used by people who need to use them – the decision-makers. Professional reports communicate the information to make decisions, to take actions & to solve problems. When this happens, time & money costs are reduced.

Benefits

At the end of the course, participants will be able to:

- Develop a clear understanding of the writing process.
- Organize thoughts and ideas effectively.
- Avoid common errors in business writing.
- Reduce false starts and rewrites.
- Write e-mail messages, memos, letters and reports in a well-toned, clear and concise manner.
- Prepare effective drafts and finalize reports.

Programme Methodology

Various tools and techniques will be used to enhance learning and ensure transfer of knowledge and competency for practical application. The approach will employ interaction, participation, discussions and exercises.

Programme Assessment

To complete this programme all participants must fulfil a requirement that is 100% full attendance which will be taken for each class. The participants will be given Certificate, if they have successfully completed the programme based on the requirement.

Content

1. Introduction to Business Letters
 - Types of Business Letters; Layout/Style
 - Organizing thoughts & Ideas
 - Possible way to get started
 - Vocabulary & choice of words
 - Tone of message, clarity of expression & styles
2. Different types of letters
 - Enquiries, conformation, sales, collection, complaints
3. Employment correspondence
 - Resumes, job application letters, job offer/ acceptance/rejection letters
4. Introduction to report writing
 - Nature of reports, types, language use, passive voice, grammar
5. Introductory parts of report/Body of report
6. Conclusion





Facilitator Lena Khaw A.M.N.

Armed with more than 25 years of first hand experience and knowledge in the behaviour and culture of work environment, Lena brings in more than theoretical input into her English language lessons. With her background and qualification in government and private sector administration, management and communication, (Lena served 23 years in the civil service before becoming General Manager of a toll concession company and before pursuing her passion for the teaching of the English language), this zestful educator will not only give the linguistic content of any English language course that she conducts, but also the context in which the content would be most applicable in the day-to-day job environment. Through her, not only will you learn the English language perse, but also management and behavioural concepts, theories and practices.

Lena has also written prize-winning short articles in the media and house periodicals besides being a member of the editorial team of the KA Tribune. She was proof-reader for The Herald from 1997-2001. Lena has taught English language proficiency courses to international students who are taking the Certified Intensive English Language Programme at the ELS Centre and also prepared students for the IELTS Test. Besides the above, Lena has given specific English language courses to employees of a construction company – CNY Sdn Bhd, a factory – Bektrisola (M) and presently Report Writing to a consultancy.

Registration Form

Personal Data

NAME			
RESIDENTIAL ADDRESS			
TELEPHONE	MOBILE PHONE	I/C NO	

Employer Data

EMPLOYER			
OFFICE ADDRESS			
TELEPHONE	FAX	EMAIL	

Registration Fee: RM850.00 only

Payment can be made by cash or using crossed cheque/bank draft/money order/telegraphic transfer made payable to UMCCed.

If you wish to pay through CIMB Bank, payment should be made payable to the account below:

Account Name : UMCCed
Account Number : 14400009148053
Bank : CIMB Bank

Please send a copy of your bank-in slip to UMCCed and a receipt of acknowledgement will be given.

Replacement or Cancellation

If you are unable to attend, a substitute or replacement is allowed at no extra cost provided that a written notice is given **TWO WEEKS** prior to the event. Cancellation from the course is subject to the following:

- Seven (7) working days prior to commencement – full refund
- Less than seven (7) working days prior to commencement – 50% refund
- After commencement – no refund will be made

Please note that **CANCELLATION BY PHONE** will not be accepted. UMCCed must receive a written notice as mentioned above.



For further information/registration, please contact:
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